

Globanet Managed Services

Professional Data Management Support

Archiving and eDiscovery systems are enterprise-class solutions that need to be properly maintained. Many organizations often forget about these systems until maintenance or electronic discovery issues occur. When managed correctly, an organization can realize all of the benefits that a best of breed archiving and eDiscovery solution offers.

Globanet Managed Services empower enterprises to place resource-intensive IT operations under the management of experienced specialists. This allows IT staffs to optimize existing resources and focus on strategic projects. Our services provide comprehensive management of Symantec Enterprise Vault archives under a set of processes and procedures to ensure that an organization's information management solutions are performing at an optimal level. By leveraging Globanet Managed Services, enterprises cite 'increased operational efficiency', 'lower costs' and 'reduced exposure to security risk and data loss'.



Manage

Globanet provides unparalleled technical expertise to effectively manage your archiving environment and minimize operational risk. Our team is able to provide proactive problem management to prevent escalation. A Globanet expert will work closely with your organization to ensure that all issues are resolved swiftly.

Incident Management

Perform troubleshooting of Symantec Enterprise Vault failures.

Problem Management

Perform root cause analysis of Symantec Enterprise Vault failures in order to implement required solutions.

Change Management

Review and implement Symantec Enterprise Vault application administration requests and minor server software upgrades.

Account Management

Dedicated engagement manager will conduct reviews on a regular basis to ensure that the highest level of quality and satisfaction is achieved.



Monitor

Globanet proactively monitors key areas of the Symantec Enterprise Vault environment to ensure optimal functionality and uptime. By monitoring certain areas of the system, Globanet is able to identify and prevent most issues that affect data discovery and user experience before they occur. Globanet also provides extensive reporting, which enables organizations to track and improve the operating functionalities of its Symantec Enterprise Vault environment.

Globanet provides monthly reports for:

- Enterprise Vault usage
- Archiving rates
- Application availability
- Status of searches
- Issues experienced



Features & Benefits

Staff Augmentation

Globanet Managed Services provide additional resources and support to current IT staffs.

Cost Control

Companies can avoid unnecessary costs that are associated with a poorly maintained Symantec Enterprise Vault environment.

Improve eDiscovery

A well-managed archiving system means legal discovery will be faster and more efficient.

Improve Archiving Performance

Our service allows you to get the most out of Symantec Enterprise Vault by ensuring uptime and quick responses on retrievals of archived items.

Focus on Core Business

Globanet Managed Services allow organization's to focus on core business priorities.



Delivery Model

Low Cost Support Model

Globanet uses a highly effective and low cost support model to proactively monitor and manage a Symantec Enterprise Vault environment during regular business hours.



Managed Services Engineers

Globanet's managed services engineers work as a part of each customer's team. They facilitate change control calls and patch management calls to keep the Symantec Enterprise Vault system in proper working condition.

Engagement Manager (EM)

All archiving operations are supervised by a Globanet Engagement Manager who will host regular meetings with the customer's team to ensure everything is on track and updated.



Expertise

Globanet expertise helps ensure that an organization is able to meet internal administration requirements. Globanet has successfully supported IT teams from various Fortune 500 companies. We have extensive experience with large and strategic Enterprise Vault deployments and offer a broad range of services, including installation, solution and configuration design, upgrades, data migration and custom filter plugins.

Qualifications include:

- Symantec Platinum Partner with Master Specialization in Archiving and eDiscovery
- Symantec Enterprise Vault certified engineers
- The first certified Symantec Enterprise Vault consultancy in North America
- Successfully deployed more than 2,500 Symantec Enterprise Vault projects



Specialist Partner
Archiving & eDiscovery Master



Symantec

Technology
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About Globanet

Globanet is a leading developer and reseller of archiving, data migration and eDiscovery solutions worldwide. Founded in 1996, the company is a pioneer of intelligent information governance, and has developed a portfolio of software and services to help organizations manage data from creation to expiry. Globanet's proprietary solutions include the Globanet Merge1 message capture platform and Globanet Migrate data migration software. A Symantec Platinum Partner with Master Specialization in Archiving and eDiscovery, its professional services team has extensive experience with industry-leading Enterprise Vault and Clearwell. Globanet's broad range of services include policy and solution design, installation and configuration, data migration, custom add-ons and project-based eDiscovery consulting.

Los Angeles • New York • Montreal

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